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ABSTRACT

This is the second of three volumes devoted to improving speech skills, in a series of materials for teaching English as a second language to adult nursing aide students. Five units contain five lessons each. The following subjects are covered: (1) introductions on the job and orientation for the newly-hired nursing aide; (2) the present progressive, asking directions, and talking about the body; (3) giving a bath, taking a break, and if-then clauses; (4) telephone calls; and (5) job-related use of the telephone. Pattern drills and dialogs are the principal lesson formats. Each unit is completed with review exercises. (JB)

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ED 181760

ENGLISH FOR SPECIAL PURPOSES SERIES

NURSING AIDE

SPEAKEASY

A TEXT FOR SPEAKING

VOLUME 2

MARYBETH CLARK

U S DEPARTMENT OF HEALTH
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION

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FL0 11019

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1977

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UNIT IV

ALL IN A DAY'S WORK

PREVIEW

Unit IV is an introduction to work in the hospital.

You will learn how to behave and what to say in a semiformal situation. In Unit I you learned to introduce yourself and others and be introduced in informal situations. In Unit IV you will learn how to handle formal introductions.

Also, you will learn how to talk about where things are, where they should be put, and how to use them. You will learn to give and follow some directions. In doing this, you will learn vocabulary for shapes and relative positions.

You will have some initial practice talking about and meeting patients.

You will review the Past Tense and talk about what you did and what you want to do.

UNIT IV OUTLINE

These are the lessons you are going to study in Unit IV. When you finish each lesson, check the items you can do.

Lesson 1 INTRODUCTIONS ON THE JOB

___ Introduce yourself. (Excuse me. My name is ___ ___.)

___ Meet the nurse. (I know Mr. Johnson.)

___ Meet another nursing aide.

___ Introduce two people in the hospital.

Lesson 2 WHERE DO YOU PUT THE TOWEL?

Ask and answer:

___ Do we put the trays here? (Yes.)

___ Where are the tissues? (They're | in the drawer. | on the table. |)

___ What's it for? (It's for giving a shampoo.)

___ How do you use it? (You put it ___.)

___ Where do you put the towel?
(Put it | next to the ___. | beside the ___. | between the ___ and the ___. | below the ___. | above the ___. | under the ___. | on top of the ___. | behind the ___. | in front of the ___. |)

"Directions" Game:

___ Give directions: Tell someone where to put something.

___ Follow directions: Put something in the right place.

Outline continued

Lesson 3 LEARNING ABOUT THE PATIENTS

___ Introduce a nursing aide and a patient.

Ask and answer:

___ How are you today? (I'm OK.)

___ You take good care of me, yeah?
(Sure I will.)
(I'm sorry. I don't understand.)

___ Who is it? (It's Mary Jones.)

___ Is she very sick? (Yes, she's very sick.)
(She's sleeping now.)

___ Does Mrs. Lee drink her juice?
(Yes, she | always / often / usually | drinks her juice.)
(No, she never drinks her juice.)
(Sometimes she drinks her juice.)

___ When are you going? (| I don't know. Maybe ___. / I might go ___. |)

"Position Words" Game:

___ Name five shapes.

___ Tell where the shapes are.

___ Draw shapes in the right places.

Outline continued

Lesson 4 WHAT DID YOU DO?
WHAT DO YOU WANT TO DO?

Ask and answer:

___	How was your first day?	(It was fine.)
___	Did you meet/see the nurse?	(Yes, I did.)
___	Where did you go yesterday?	(I went to ___.)
___	What did you pay?	(I paid $2.30.)
___	What did you do?	(I bought some rice. I washed my clothes. I watched TV.)
___	Do you want to eat dinner?	(Yes, I do.)
___	What do you want to do?	(I want to go to bed.)

Lesson 5 REVIEW EXERCISES

Formal introductions:

___ Introduce yourself.

___ Be introduced.

___ Introduce two other people.

Lesson 1 INTRODUCTIONS ON THE JOB

INTRODUCING SELF

DIALOG 1

Today is Monday. Today is Alice Chong's first day of work at Pilikia Nui Hospital. She comes to the hospital early and walks up to the hospital receptionist.

AC Excuse me, my name is Alice Chong.

R Yes, Miss Chong. Can I help you?

AC Yes. I'm a new nursing aide.

R Oh. Who is your supervisor?

AC My supervisor is Mrs. Carol Zapoza.

R Go to the 3rd floor.

AC Where's the elevator?

R The elevator is over there.

DIALOG 2

Alice goes up the elevator to the 3rd floor. Mrs. Carol Rapoza is the head nurse on the 3rd floor. Alice walks up to the nurse's station.

AC Excuse me. I'm looking for Mrs. Rapoza.

LY I'm Mrs. Yanagihara.

EXTRA

I'll get Mrs. Rapoza for you.

AC Thank you.

CR I'm Mrs. Rapoza.

AC I'm Alice Chong, the new nursing aide.

CR Oh, hello, Miss Chong.
Welcome to the 3rd floor.

AC Thank you, Mrs. Rapoza.

Practice Dialog 2 without the EXTRA section, then with the EXTRA section.

DIALOG 3

Mrs. Rapoza is talking to Alice Chong.

CR I'm the head nurse on the 3rd floor.
Miss Hookala will be your team leader.
I'll introduce you to her now.
AC Alright. EXTRA

CR Miss Hookala, this is Alice Chong, our new nursing aide.
(to Alice Chong) This is Miss Christine Hookala.
CH Hello, Miss Chong.
We're happy to have you here.
AC Thank you, Miss Hookala.
I'm glad to be here.

CR Miss Hookala is the daytime nurse on the 3rd floor.
She'll be your team leader.
Miss Hookala, will you introduce Miss Chong
to the other nursing aides on this floor?
CH Yes. Come with me, Miss Chong. EXTRA

Practice Dialog 3, first without the EXTRA sections, then with the EXTRA sections.

DIALOG 4

CH I'll introduce you to the other nursing aides.

AC Alright.

CH Mr. Yamamoto, this is Alice Chong, the new nursing aide.

Miss Chong, this is Frank Yamamoto.

Mr. Yamamoto is another nursing aide.

FY Hi, Miss Chong. Nice to meet you.

AC Hi, Mr. Yamamoto.

It's nice to meet yóu, tóo.

DIALOG 5

CH And this is Jim Johnson, another nursing aide.

AC Yes. I know Mr. Johnson.

JJ Hello, Alice.

I'm glad you're working on the 3rd floor.

AC I'm glad, too, Jim.

CH Mr. Johnson, will you please show Miss Chong around.

JJ Yes, I will. Come on, Alice.

DIALOG 6

JJ This is the nurse's station, you know.

AC Yes, I know.

JJ I'll introduce you to the ward clerk.

AC Alright.

Continue Dialog 6. Three students are Jim and Alice and Mrs. Yanagihara, the ward clerk. Jim introduces Alice to Mrs. Yanagihara. Use Jim's and Alice's and Mrs. Yanagihara's names, not your own names.

DIALOG 7

JJ Alice, I'm glad you're working on the day shift.

AC I am, too.

Are my hours 7 to 3?

JJ Yes. From 7 in the morning to 3 in the afternoon is the day shift.

AC What are the other shifts?

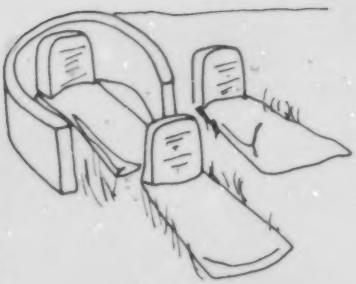
JJ From 3 p.m. to 11 p.m. is the evening shift.

Some people call that the swing shift.

AC And from 11 p.m. to 7 a.m. is the night shift.

Is that right?

JJ Yes. We call that the graveyard shift.



a graveyard

Lesson 2 WHERE DO YOU PUT THE TOWEL?

DIALOG 8

JJ I'll show you where everything is.

AC Where are the sheets for the beds?

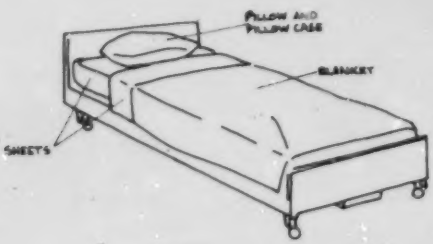
JJ They're in the linen room.

The pillow cases and blankets are in the linen room, too.

AC Where are the water pitchers and glasses?

JJ They're in the utility room.

Come to the utility room and I'll show you.



A BED

DIALOG 9

Jim and Alice are in the utility room.

JJ Here are the water pitchers.

And the glasses are next to the pitchers.

AC Where are the straws?

JJ They're in this box.

AC And where are the trays?

JJ They're here. They're next to the glasses.

AC Do we put them on the bedside table?

JJ Yes. Come into Room 311 and I'll show you.

DIALOG 10

AC Wait. What's that?

JJ It's a plastic sheet.

AC What's it for?

JJ It's for giving a shampoo to a patient.

AC How do you use it?

JJ You put it under the patient's head.

DIALOG 11

AC And what's that?

JJ It's a bath thermometer.

AC What's it for?

JJ It's for checking the temperature of the bath water or the shampoo water.

You put it in the water in the bath basin.

AC Oh, I see. / understand.

JJ Now let's go to Room 311.

(See REF 22 for some HOSPITAL OBJECTS, and study the section on POSITION WORDS, REF 23-28.)

DIALOG 12

JJ Here's the bedside table.

Put the tray on the bedside table.

Put the pitcher and the glass on the tray.

And put a straw in the glass.

AC Where's the thermometer?

THERMOMETER

JJ It's in the drawer.

AC Where are the tissues?

TISSUES IN A BOX

JJ They're in the drawer, too.

Find the drawer, the lamp and the waste basket.

Lesson 2 continued

DIALOG 13

AC Where do you put the bath basin?

JJ Put it inside.

Put it in the bedside table.

Put it on the first shelf.

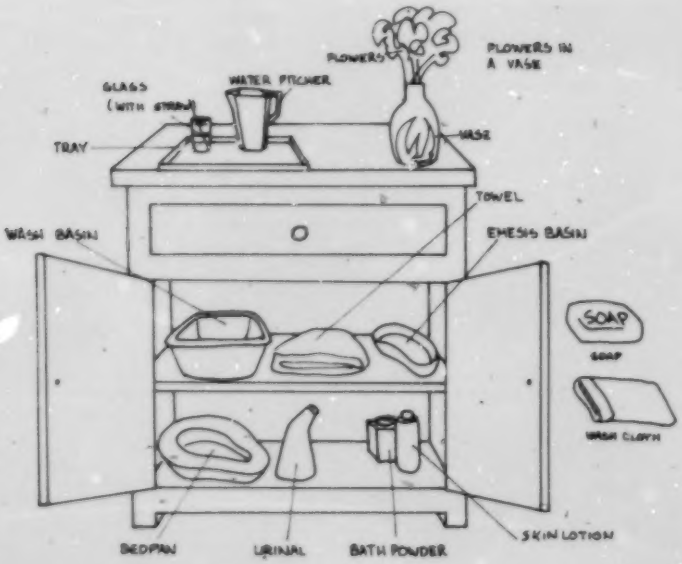
AC Where do you put the towel?

JJ Put it next to the bath basin.

AC Where do you put the emesis basin?

JJ Put it on the first shelf.

Put it next to the towel.



PRACTICE SAYING Use the picture on the page before.

A	B
Where do you put the bedpan?	
Put it on the	second / bottom shelf, on the left side.
Where do you put the skin lotion?	
Put it on the bottom shelf, on the right side.	
Where do you put the powder?	
Put it on the bottom shelf,	on the right side. / behind the lotion.
Where do you put the urinal?	
Put it on the bottom shelf,	next to the bedpan. / in the middle.
Where do you put the soap?	Put it on the towel.

Where's the bedpan?	It's on the bottom shelf, on the left.
	It's next to / beside the urinal.
	It's below the bath basin.
Where's the lotion?	It's on the bottom shelf, on the right.
	It's next to / beside the urinal.
	It's in front of the powder.
	It's below the emesis basin.
Where's the powder?	It's on the bottom shelf, on the right.
	It's behind the lotion.
	It's below the emesis basin.
Where's the urinal?	It's on the bottom shelf, in the middle.
	It's next to the bedpan.
	It's between the bedpan and the lotion.
	It's below the towel.
Where's the towel?	It's on the first shelf, in the middle.
	It's next to the bath basin.
	It's between the bath b. & the emesis b.
	It's above the urinal.
Where's the bath basin?	It's on the top shelf, on the left.
	It's next to the towel.
	It's above the bedpan.
Where's the soap?	It's on / on top of the towel.
Where's the towel?	It's under / underneath the soap.

Where are the flowers?
They're in the vase on the bedside table.

"DIRECTIONS" GAME
Give directions to another student. Tell the other student where to put something. Your teacher will give you cards with directions on them.
Listen to other students give directions. Did the student put the object in the right place?
(Tr1)

Lesson 3 LEARNING ABOUT THE PATIENTS

DIALOG 14

JJ Now we'll go see some of the patients.

AC Oh, good! I want to meet the patients.

JJ There're two patients in 310--

Rodney Mills and Hiroshi Fujimura.

But Mr. Mills isn't there now.

AC Where's Mr. Mills?

JJ He's in X-ray right now. (He's in the X-ray Department.)

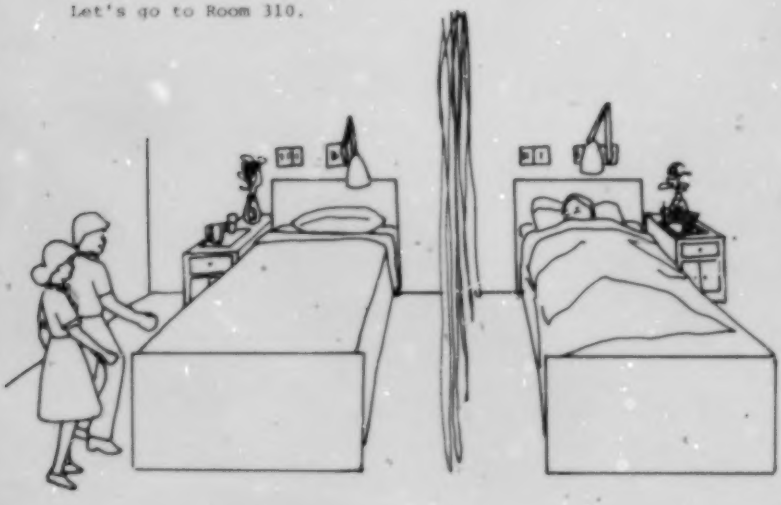
He's getting an X-ray.

AC When is he coming back?

JJ I don't know.

Maybe at 9'clock.

Let's go to Room 310.



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DIALOG 15

Jim and Alice go into Room 310. They walk up to Mr. Fujimura's bed.

JJ Good morning, Mr. Fujimura.

MF Good morning, Mr. Johnson.

JJ	How are you today?	EXTRA
MF	Oh, I'm OK, Mr. Johnson.	
JJ	That's good.	

JJ Mr. Fujimura, this is Miss Chong.
She's a new nursing aide.

MF Hello, Miss Chong.

AC Hello, Mr. Fujimura.

MF	Miss Chong, you take good care of me, yeah?	EXTRA
AC	I'm sorry. I don't understand.	
MF	I say, you take good care of me?	
AC	Oh, sure I will, Mr. Fujimura.	

JJ I'm taking Miss Chong around.
We'll see you later, Mr. Fujimura.

MF OK. Bye-bye.

AC Bye-bye, Mr. Fujimura.

Practice Dialog 15, first without the EXTRA sections, then with the EXTRA sections.

DIALOG 16

JJ Here's Room 309.

AC Who's in Room 309?

JJ There's only one patient in 309.

AC Who is it?

JJ It's Esther McCarthy.

AC Is she very sick?

JJ Yes, she's very sick.

AC Oh. She's sleeping now.

JJ Then let's go to 308.

DIALOG I6

JJ Mrs. McCarthy never drinks her juice.

She doesn't like juice.

AC Does Mrs. Lee drink her juice?

JJ Yes. Mrs. Lee always drinks her juice.

AC How about Mr. Mills?

JJ He usually drinks his juice,

but sometimes he doesn't.

He often asks for beer, but we never serve beer.

PRACTICE SAYING

A I always go to Kala Supermarket.

B I usually go to Kala Supermarket,

but sometimes I go to Banyan Health Foods Store.

A I never go to the Health Foods Store.

The food there | costs too much. / is too expensive. |

C I often go to Banyan Health Foods.

They have good food.

FREE DIALOG

Talk about eating food. Use always, usually, often, sometimes, and never.

Do you eat a sandwich for lunch?

I usually eat rice for lunch,
but sometimes I eat a sandwich.

I always eat rice for dinner,
but I never eat rice for breakfast.

PRACTICE SAYING

A I want to meet Dr. Ramos.
B When will you meet her?
A I don't know. Maybe tomorrow.

A I want to go to Makaha.
B When { are you going? / will you go? }
A I don't know. Maybe Saturday.

A I want to go { home. / downtown. / to the supermarket. / to the beach. / to Ala Moana Center. / to Sea Life Park. / to the Mainland. / to California. / to Japan. }

B When are you going?

A I don't know. Maybe { (at) 3 o'clock. / 9:30. / 5 p.m. / (on) Saturday. / Tuesday. / June 15. / in May. / July. / January. / a few weeks. / a few months. / next January. / week. / year. }

A When are you going?

B { Maybe I'll go / I might go / I may go } { at 3 o'clock. / on Friday. / in May. / next week. }

Lesson 3 continued

"POSITION WORDS" GAME

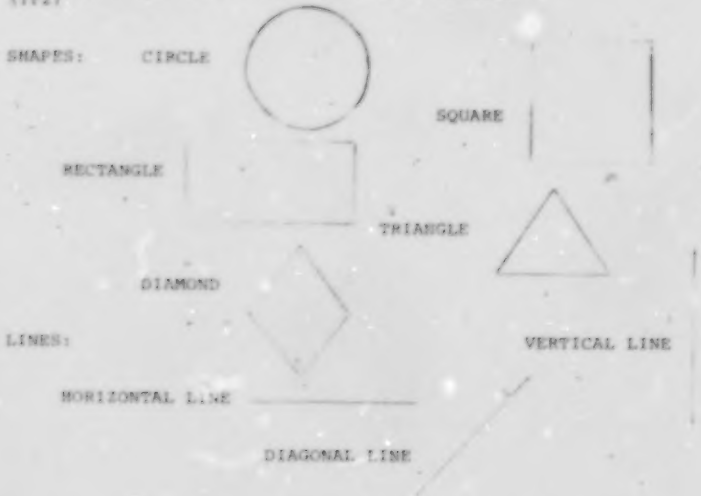
Have blank pages with 5 horizontal lines on each page:
1st line = first shelf
2nd line = second shelf
3rd line = third shelf
4th line = fourth shelf
5th line = fifth shelf

Student A has a page with shapes on the shelves. (Your teacher has the pages.) Student A sits in front of the class and tells where the shapes are.
Use words like beside, to the right of, behind, directly above, way to the left, right next to, right below, on top of, etc.

The other students draw the shapes on their own pages in the right places.

Then Student B goes to the blackboard and draws the shapes on the blackboard in the right places. Check Student B's work. Correct Student B if there is a mistake. Check your own page.

Close your book before you begin the activity.
(Tr2)



Lesson 4 WHAT DID YOU DO?
WHAT DO YOU WANT TO DO?

DIALOG 17

It's Monday afternoon. Alice comes home. At five o'clock Suzie comes home.

SC Hi, Alice. How was your first day?

AC It was fine, but I'm tired.

SC Did you meet your supervisor?

AC Yes, I did.

And my team leader and another nursing aide.

SC Did you see Jim?

AC Yes. He's working on the 3rd floor, too.

SC Oh, good!

AC I went around the 3rd floor with him.

SC Did you go to the patients' rooms? EXTRA

AC Yes, we went to some rooms.

Practice Dialog 14, first without the EXTRA section, then with the EXTRA section.

PRACTICE SAYING

A	B
Where did you go this morning?	I went to work. I went to the hospital.
Where did you go last Saturday?	I went to the supermarket.

Where did you go
- yesterday?
- this morning?
- this noon?
- last Tuesday?
- last Saturday?
- last weekend?

DIALOG 18

MW Hi, Alice.

AC Hi, Mary.

MW Did you go to the store last Saturday?

AC Yes. I went to the grocery store.

MW What did you buy?

AC I bought rice and vegetables and other things.

MW What did you pay for the rice?

AC I paid | two dollars and thirty cents / two thirty | for a five-pound bag.

MW That was a lot of money.

AC Yes, it was.
But the ten-pound bag was too heavy.

DIALOG 19

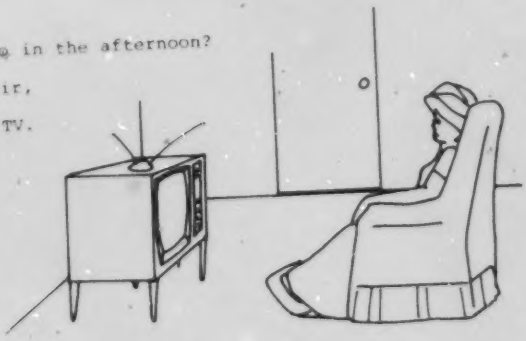
MW What did you do in the afternoon?

AC I washed my clothes.

MW Did you wash your new dress?

AC Yes, I did.
What did you do in the afternoon?

MW I washed my hair,
and I watched TV.

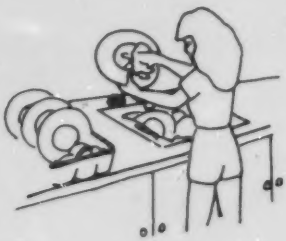


PRACTICE SAYING

Alice washed her new dress

Mary | washed / shampooed | her hair.

Suzie washed the dishes.



Jim washed his hands.

FREE DIALOG

Talk about what you did last weekend.

(See REF 29-30 for VERBS - Today and Yesterday.)

DIALOG 20

AC Oh, I'm so tired!
I want to sleep.

SC Do you want to eat dinner first?

AC Yes, I do.
But, after dinner, I want to sleep.

SC After dinner, I want to watch TV.

AC Alright. After dinner you watch TV,
and I'll go to bed.

FREE DIALOG

Talk about what you want to do tonight after you go home.
What do you want to do tonight?

Lesson 5 REVIEW EXERCISES

Students close all books and notebooks.

ANSWERING QUESTIONS

1. When are you going | to | the beach? | (Maybe ___.)
| | the supermarket?
| | the store?
| | the hospital?
| | Ala Moana?
| | Kaneohe?
| | Sea Life Park?
| | California?
| | the Mainland?
| home?
| downtown?

When is ___ going to | the beach? | (I don't know.)
| the supermarket?

ASKING AND ANSWERING QUESTIONS

1. Giving and following directions. Use real hospital and classroom objects and a shelf or classroom furniture.

A Take the (glass) .

(B takes the (glass) .)

B Where do I put the (glass) ?

A Put it _____. (Name a position.)

(B puts the (glass) in the right place.)

2.

A What did you do last Saturday?

B I _____.

SITUATION DIALOGS Use individual cards.
(Tr3)

Each student should be able to handle formal introductions: self introductions (Situation IV-1A), being introduced (Situation IV-2C, IV-3B or C, or IV-4C), and introducing (Situation IV-3A or IV-4A).

Situation IV-1

A You are a nursing aide. This is your first day at the hospital. Your supervisor is _____. But you don't know where she is, you don't know where to go.

1) You go into the hospital lobby and walk up to the receptionist at the Information Desk to find out where to go.

2) You go where the receptionist tells you to go. You go to your supervisor.

(Teacher: Make different cards with different names of supervisors from the directory list.)

B You are a receptionist at the Information Desk in a hospital. You have a directory that tells you the names and offices and telephone numbers of all the people who work in the hospital. Here is a list of head nurses:

Medical Ward, 2nd floor: Mr. Todd Cameron
Medical Ward, 3rd floor: Mrs. Nancy Higa
Surgical Ward, 3rd floor: Mrs. Carol Rapoza
Maternity Ward, 4th floor: Miss Katherine Brand
Pediatrics Ward, 2nd floor: Mrs. Susan Watanabe
Psychiatric Ward, 5th floor: Miss Mary Wong
Intensive Care Unit, 5th floor: Mrs. Suzanne Lee

C You are a head nurse (supervisor). Your name is_____. You are working at your desk on your floor.

(Teacher: Make separate cards with the names of different head nurses.)

(If desired, set up different nursing stations in the classroom, and label them by ward and indicate floor.)

Lesson 5 continued

Situation IV-2

A You are a nurse. You introduce a new nursing aide (C) to another nurse (B): (Use B's and C's real names.)

B You are a nurse.

C You are a new nursing aide. You are with a nurse (A).

Situation IV-3

A You are a nursing aide. You introduce a new nursing aide (C) to another nursing aide (B).

B You are a nursing aide.

C You are a new nursing aide. You are with another nursing aide (A).

Situation IV-4

A You are a nursing aide. You are taking a new nursing aide (C) to a patient's room.

B You are a patient in a hospital.

C You are a new nursing aide. You are with another nursing aide (A).

Situation IV-5

A You meet a friend. You greet your friend. I ask where your friend went yesterday/last weekend/...

B You meet a friend.

Situation IV-6

A Today is Friday. You meet a friend. You greet your friend. You ask what your friend wants to do tomorrow.

B Today is Friday. You meet a friend.

UNIT V

GOING GOING GONE

PREVIEW

In Unit V you are going to talk about the things you are going to do--in Tamarind City and in the hospital. In Tamarind City, you will talk about clothes and shopping for them. In the hospital, you will talk about going to give a bath, going to take a temperature, etc. It is important that you always tell a patient what you are going to do.

In this unit you will also learn how to ask and give directions for getting some place--in Tamarind City and in the hospital.

Finally, you will learn the names of the parts of the human body.

UNIT V OUTLINE

These are the lessons you are going to study in Unit V.
When you finish each lesson, check the items you can do.

Lesson 1 GOING TO DO

Ask and answer:

___ Are you | going to / gonna | buy some clothes? (Yes.)
(So am I.)

___ What are you going to / gonna do now?
(I'm going to / gonna wash my hair.)

___ Make a dialog with the other students.

Assignment:

___ Bring pictures to class and talk about them.

Lesson 2 GOING TO DO - IN THE HOSPITAL
WHERE/WHEN ARE YOU GOING TO GO?

Ask and answer:

___ What are you going to / gonna do?
(I'm going to give you a bath.)

___ What are you going to / gonna do after that?
(I'm going to comb your hair.)

___ Tell a patient: I'm going to _____.

Ask and answer:

___ Where are you going to / gonna go tomorrow?
(I'm going to / gonna go to Aiea.)

___ When are you gonna go to Aiea?
(I'm gonna go to Aiea on Friday.)

Outline continued

Lesson 3 FIND OUT
HOW DO I GET THERE?

Ask and answer:

___ What's he doing? (I don't know.)
(Find out.)

___ How do I get to the office? (Go down/up to the ___ floor.)

___ How do I get there? (Go to ___, turn left/right.
Go straight ahead.)

___ Where's the store? (It's on ___ Street.
It's east/west/mauka/makai of ___.)

Assignment:

___ Bring a map of Honolulu to class.

___ Talk about where you live on Oahu.

Lesson 4 TALKING ABOUT THE BODY

Ask and answer:

___ What's wrong with him? (He was in an accident.)

___ Does he have a head injury? (No, he has a neck injury.)

"Parts of the Body" Game:

___ Is it below/above the waist? (Yes./No.)

___ Is it the wrist? (No, it's not the wrist.)

Lesson 5 REVIEW EXERCISES
TEST: Identify Body Parts

Lesson 1 GOING TO DO

DIALOG 1

SC Alice, are you going to/gonna buy some clothes today?

AC Yes.

SC What time are you going to the store?

AC At 3:00.

SC I want to go with you.

AC OK.

SC What are you going to/gonna do now?

AC I'm going to/gonna wash the breakfast dishes.

SC I'm going to/gonna take the garbage downstairs.

DIALOG 2

Suzie is taking the garbage downstairs. She meets Mary.

SC Hi, Mary.

MW Hi, Suzie.
Where are you going?

SC I'm going downstairs with the garbage.

MW I am, too.
So am I.

SC Alice and I are going to MP's Department Store this afternoon.
Do you want to come with us?

MW Yes. What time?

SC We're going to/gonna leave at 3.

MW OK. I'll meet you at 3.

DIALOG 3

Alice and Suzie and Mary are having lunch together.

MW Alice, what are you | going to / gonna | buy at MP's?

AC I'm | going to / gonna | buy a new dress.

MW Are you | going to / gonna | get a long one or a short one?

FREE DIALOG

You are Alice or Suzie or Mary. Talk about Alice's new dress --what color does she want, does she want it long or short? Talk about what Suzie and Mary want to buy. Use going to buy, going to look at, going to pay, want to buy, etc. Use gonna for going to. Remember to use red or blue? and long or short?, etc.

(See REF 31 and REF 32 for GOING TO DO sentences.)

ASSIGNMENT

Bring to class pictures of things you want to buy, and talk about them in class.

FREE DIALOG

Alice and Suzie and Mary meet each other at 3:00. They want to take a bus downtown to Tamarind City. Decide what bus stop they should go to and what time the bus comes. If they have to wait a long time for the bus, decide what they're going to do while they wait. With the other students make a dialog of what Alice and Suzie and Mary say to each other.

Check the bus schedule in your Reading Right Unit II, or make a schedule.
(Trl)

Lesson 2 GOING TO DO - IN THE HOSPITAL

DIALOG 4

It's 7:15 in the morning. Alice is taking temperatures.

AC Good morning, Mr. Fujimura.

MF Good morning, Miss Chong.

AC How are you this morning?

MF I'm OK, Miss Chong.

AC I'm going to / gonna take your temperature, Mr. Fujimura.
Please open your mouth.

DIALOG 5

AC Good morning, Mrs. McCarthy.

EM Good morning, Miss Chong.
What are you going to / gonna do?

AC I'm going to / gonna take your temperature.
And I'm going to / gonna take your pulse.
Then I'm going to / gonna check your respiration.

EM Are they going to / gonna take me to Surgery today?

AC I don't know, Mrs. McCarthy.
I'll ask the nurse.

PRACTICE SAYING

Tell each other what you're going to do.

I'm going to
- serve you breakfast.
- give you a bath.
- give you a shave / shave you.
- brush your teeth.
- brush your hair.
- comb your hair.
- put you in the wheelchair.
- take you to X-ray.
- make your bed.

DIALOG C

AC Hi, Jim.

JJ Hi, Alice.

AC What time is it?

JJ It's 8:25.

AC Where are you going?

JJ I'm going to 310.

AC What are you gonna do?

JJ I'm gonna give Mr. Mills a bath.
Where are you going?

AC I'm going to 309.

JJ What are you gonna do?

AC I'm gonna give | fresh water to Mrs. McCarthy.
Mrs. McCarthy some fresh water. |

Then I'm gonna comb her hair.

FREE DIALOG

Ask each other what you're going to do now (in the hospital).

Ask each other what you're going to do at 4:30 this afternoon (after school or work).

(If you need more practice, use TALK-&-LISTEN cards, asking:

What time is it?

Where are you going?

What are you gonna do?

DIALOG 7

EM What are you doing, Miss Chong?

AC I'm giving you fresh water, Mrs. McCarthy.

EM What are you going to do after that?

AC I'm going to comb your hair.

DIALOG 8

AC Hello, Mr. Mills. Here's your lunch.

RM Oh good. I'm hungry.
What are you doing?

AC I'm cutting your lettuce.

RM What are you going to do after that?

AC I'm going to cut your meat.

RM Thank you, Miss Chong.

PRACTICE SAYING

What are you doing?

What are you | going to / gonna | do after that?

DIALOG 9

JJ Hi, Suzie. Where are you | going to / gonna | go Saturday?

SC Hi, Jim. I'm | going to / gonna | go to the supermarket.

JJ When are you gonna go to the beach?

SC I'm gonna go to the beach on Sunday.

PRACTICE SAYING

A	B
Where are you gonna go	tomorrow? / Tuesday?	I'm gonna go	to Aiea. / downtown.

Lesson 3 FIND OUT
HOW DO I GET THERE?

DIALOG 10

CH Miss Chong, what is Frank Yamamoto doing?

AC I don't know, Miss Hookala.

CH Find out.

AC Alright, Miss Hookala.

(Alice looks for Frank. She finds him in the linen room.)

AC Hi, Frank. What are you doing?

FY I'm getting some sheets.
I'm going to make a bed in 307.

AC Miss Hookala wants to know. I'll tell her.

(Alice goes back to the nurse's station,)

AC Miss Hookala, Frank Yamamoto is getting some sheets.
He's going to make a bed in 307.

CH Alright.

PRACTICE SAYING

Stu. A (to Student B) What's Student C doing?

Stu. B I don't know.

Stu. A Find out.

Stu. B Alright.
(to Student C) What are you doing?

Stu. C I'm _____.

Stu. B (to Student A) Student C is _____.

Stu. A Alright.

V

DIALOG 11

CH Miss Chong, I want you to go down to the Business Office.
Take those papers and get them stamped.
Then take them to Mr. Cameron in the Medical Ward.

AC Yes, Miss Hookala. How do I get to the Business Office?

CH Go down to the first floor.
The Business Office is makai of the Cashier.

AC And where do I find Mr. Cameron?

CH Go up to the second floor.
His ward is on the mauka end.

DIALOG 12

Alice and Suzie and Mary are walking into MP's Department Store. A person comes up to them.

P Excuse me, where's Nguyen's Drug Store?

SC It's on Monkeypod Avenue.

P Where's Monkeypod Avenue?

SC It's mauka of Nene Street.

P How do I get | to the drug store? |
there? |

AC Go to Tamarind Boulevard and turn left.
Then go to Monkeypod Avenue and turn left again.
It's the third building up. It's east of Opunui Restaurant.

P Thank you.

FREE DIALOG

Use the map of Tamarind City. Ask each other where different places are. Ask how to get there from MP's. Give directions to each other. Use east, west, mauka (toward the mountains), and makai (toward the ocean); go left, go right, go straight-ahead, take the bus, get off at __, walk __. (Tr2)

ASSIGNMENT

Bring a map of Honolulu and Oahu to class. Talk about different places in Honolulu. Talk about where you live. Use mauka, makai, Ewa, and Diamond Head.

Lesson 4 TALKING ABOUT THE BODY

DIALOG 13

Jim and Alice are listening to Miss Hookala. Miss Hookala is telling Jim and Alice about one of the patients.

CH Mr. Schaffer is in | X-ray. | surgery. |

He is having | a | cranial | chest | full body | X-ray. |

an operation on his | leg. | arm. | neck. | back. | abdomen. |

JJ Yes. He was in a bad accident.

CH He has | head | chest | and | abdominal | leg | injuries.

Is his room ready yet?

JJ I don't know. I'll check.

VOCABULARY

cranium - the skull, the bony part of the head that surrounds the brain.
cranial - cranial area: the skull.
abdominal - pertaining to the abdomen, in the area of the abdomen.
surgery (see REF 33.)
operation
accident
injury; injured
happen

(Tr3)

Learn the parts of the body.
(See REF 34-35 for parts of THE HUMAN BODY.)

DIALOG 14

Virginia Fisher is another nursing aide on the 3rd floor. She is talking to Jim Johnson.

VF Excuse me, Jim. Where's Mr. Schaffer?

JJ He's in | X-ray. / surgery. |

He's having a | cranial / chest / full body | X-ray.

PRES

VF | What's wrong with him? / What happened to him? |

JJ | He was in | an accident. / a bad accident. |
| He was injured | in an accident. / in a bad accident. |

VF Does he have | a head injury? / head and neck injuries? / neck and chest injuries? / chest and hip injuries? |

PRES

JJ | Yes, I think so. |

| No. He has | a neck unjury. / neck and leg injuries. / chest and hip injuries. / head and neck injuries. |

PRES

Practice Dialog 14 the way it is. Then practice Dialog 14, putting the parts marked PRESENT into the PAST tense. (Tr4)

"PARTS OF THE BODY" GAME

Have 3-5 large charts of the human body: the external front (male/female), the external back, and the internal (male/female). Stand the charts in the front of the classroom. Or use the charts on REF 36-37.

Student A thinks of a part of the body. The other students guess the location of the part, and, finally, the part itself. (Tr5)

EXAMPLE:

Student A thinks of the forearm.

Stu. A I'm thinking of a part of the body on chart 1.

Stu. B Is it below the waist?
Stu. A No.

Stu. C Is it below the shoulders?
Stu. A Yes.

Stu. D Is it the chest?
Stu. A No, it's not the chest.

Stu. E Is it above the elbow?
Stu. A No.

Stu. F Is it above the hand?
Stu. A Yes.

Stu. G Is it below the forearm?
Stu. A No.

Stu. H Is it the forearm?
Stu. A Yes, it's the forearm.

Lesson 5 REVIEW EXERCISES

Students close all books and notebooks.

ANSWERING QUESTIONS

1. What are you | going to / gonna | do | at | 4:30? / 6:00 tonight? / tomorrow? / next Saturday? |

2. Where's the | office? / bus stop? / parking lot? | (| It's in Room 4. / It's over there. |)

How do I get there? (Go right, turn left, ...)

ASKING AND ANSWERING QUESTIONS

1. You are going to the supermarket.

What are you going to buy? (I'm going to buy _____.)

2. Where do you live? (On _____ Street.)

How do I get there?

TEST: Identify Human Body Parts.

Turn to REF 36,36a,37. Name all the parts of the body. Don't look at the ANSWER SHEET.

What's No. 1? It's the head.

What's No. 9? They're the lips.

The teacher can check the ANSWER SHEET (REF 38), or the students can divide into teams and take turns checking the ANSWER SHEET. Be sure to get all the plurals (as in lips).

SITUATION DIALOGS Use individual cards.
(Tr6)

Situation V-1

A You meet a friend. You ask your friend for the time. You ask where your friend is going and what your friend is going to do.

B It's | 8 a.m. | 12 noon. | 4 p.m. | 5 p.m. | You're going | to | Room | 312. | 308. | the cafeteria. | the store. | home.

You're going to | take the patient's temperature. | give the patient a bath. | eat lunch. | buy | groceries. | some shoes. | cook dinner.

(Teacher: Make different cards with different times, different destinations, and different activities for Card B.)

Situation V-2

A You are a nurse. You want to know what a nursing aide (C) is doing, but nursing aide C is not around. Nursing aide B is around, so you ask nursing aide B about nursing aide C.

B You are a nursing aide. You are working at the nursing station. The nurse (A) is there, too.

C You are a nursing aide. You are in Room 312.
You are | combing the patient's hair. | making the bed.

(Make different cards with different activities for Card C.)

UNIT VI

TAKE FIVE

PREVIEW

In Unit VI you will talk about finishing tasks and taking a break in the hospital. You will ask each other, "Shall we..." and "Can/May I...", and you will talk about what you would like to eat or drink.

You will learn to use Condition Clauses: "If we take the car, we can take the children" and "If you want to go downtown, you have to take this bus."

In this unit you will do problem situation dialogs. This type of dialog is discussed in the section, To the Student, at the beginning of this text.

UN'I VI OUTLINE

These are the lessons you will study in Unit VI. When you finish each lesson, check the items you can do.

Lesson 1 DID YOU FINISH GIVING BATHS?
I HAVE TO GIVE HER A BATH.

Ask and answer:

___ Did you finish giving baths? (Yes, I finished already.
No, I didn't finish yet.
No, I'm still giving them.)

___ What do you have to do? (I have to give her a bath.)

___ When did you finish? (I finished about 7:20.)

___ When are you gonna finish doing TPR's? (In 2 hours.)

Lesson 2 GOING TO TAKE A BREAK

Ask and answer:

___ Did you get done / through giving baths?
(Yes, I got done already.)

___ When are you going to take a break?
(When I finish washing my hands.
After I wash my hands.)

___ Are you pau with your work? (I'll be pau in 5 minutes.)

Talk about what you're going to do together:

___ What shall we do when we get through school?

___ When we get through school, let's all go to the show.

Outline continued

(Lesson 2 continued)

Ask and answer:

___ Shall we take our break now? (Yes, let's do. / Sure. / No, let's don't.)

___ Shall I take a break now? (Yes, please do. / No, please don't.)

___ Can / May I take my break now? (Yes, you can. / No, you can't.)

___ Who's covering for you? / taking your place? (Frank and Virginia are.)

Lesson 3 TAKING A BREAK

Ask and answer:

___ What did you get to eat? (I got a donut.)

___ Would you like something to drink?
(Yes, please. / No, thanks.)
(Yes, I'd like something to drink.)
(No, I don't want anything to drink. / No, I wouldn't like anything to drink.)

___ Would you like some more coffee?
(Yes, please. / No, thank you.)

___ What would you like to eat? (I would / I'd like some tea.)

___ What would you like? (I'd like some tea.)
(Let me pay for it.)

___ Where would you like to go? (I'd like to go ___.)

___ Is it time to go back already?
(Yes. If we go back late, she'll be mad.)

Outline continued

Lesson 4 IF YOU WANT ___, YOU HAVE TO ___.

Ask and answer:

___ How are you going? (I'm going by bus.)

___ Do problem situation dialogs.

Talk about:

___ If we miss the bus, we'll be late.

___ I think we're late already.

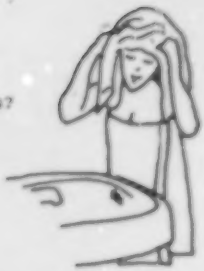
___ If you want to go to Kalihi,
you have to take the No. 1 bus.

___ If you want to read, you have to take a book.

___ If you want to go downtown,
I think you can take this bus.

Lesson 5 REVIEW EXERCISES

Lesson I DID YOU FINISH GIVING BATHS?
I HAVE TO GIVE HER A BATH.



DIALOG 1

AC Suzie, did you finish washing the dishes?

SC No, I'm still washing them.
Did you finish washing your hair?

AC Yes, I finished washing it.
I'm drying it now.

SC Did you finish writing your letter?

AC No, I'm gonna finish it after I finish my hair.

DIALOG 2

CH Miss Chong, did you finish taking temperatures?

AC No, I have to take Mrs. Collier's temperature.

CH Mr. Johnson, did you finish giving baths?

JJ No, Miss Hookala. I didn't finish yet.
I have to give Mr. Fujimura a bath.

CH Please finish before 9:30.

(to Virginia Fisher) Mrs. Fisher did you finish taking away the breakfast trays?

VF Yes, Miss Hookala. I finished already.

CH Then give baths to the female patients.

VF Alright, Miss Hookala.

PRACTICE SAYING

A What do you have to do?

B I have to | give her a bath.
finish giving baths.
take his temperature.
do TPR's.
study Unit VI. |

TPR = Temperature, Pulse, Respiration (Tri)

Lesson 1 continued

A Did you finish | studying | Un't V? / Unit VI? / Lesson 1? / Lesson 2?
| reading | today's lesson? / the Reading lesson?

B | Yes, I finished | studying Unit V / studying it / Unit V / it | already.

Yes, I finished already.

No, | I didn't finish it yet.

I'm still | studying Unit V. / studying it. / reading it.

No, I didn't finish yet.

No, | I have to | finish / do | it tonight.

I'm going to | finish / do | it | tonight. / after school.

DIALOG 3

VF Alice, did you finish taking temperatures?

AC Yes, I finished already.

VF When did you finish?

AC I finished about 7:20.

VF When are you gonna take Mrs. Collier's temperature again?

AC In two hours.

DIALOG 4

VF Alice, did you finish taking temperatures yet?

AC No, I didn't finish yet.

VF When are you gonna finish?

AC In about 10 minutes.
When are you gonna finish doing blood pressures?

VF Maybe in 20 minutes.

DIALOG 5

JJ When did you finish | taking temperatures? / doing TPR's? / doing blood pressures? / serving breakfast? / giving baths? / making beds? / changing the beds?

AC I finished at 7:30. / 8:40. / an hour ago. / a half hour ago. / about 20 minutes ago. / a little while ago.

I didn't finish yet.

JJ When are you going to finish | taking temperatures? / ...

AC In about | 13 minutes. / 20 minutes.
Maybe in | 10 minutes. / an hour.

FREE DIALOG

Take turns being a nurse and nursing aides in a hospital. Ask and talk about finishing your work.

Lesson 2 GOING TO TAKE A BREAK

DIALOG 6

VF Did you | finish / get done | giving baths?

AC Yes, I | finished / got done | already.

VF | When / What time | are you gonna take a break?

AC When I finish washing my hands.

| When / After | I finish washing my hands, I'm going to take a break.
After I wash

When are you gonna take a break?

VF When I get done writing my TPR's.
In about 10 minutes.

DIALOG 7

AC Hi, Jim. Are you | finished / pau | with your a.m. care?

JJ Yes. Are you?

AC I'll be pau in five minutes.

JJ Shall we take our break together?

AC Yes, let's do.
Who's gonna | cover for us? / take our place? / do our work when we're on our break? |

JJ Let's ask Frank and Virginia.

DIALOG 8

AC Hey, Frank:
Jim and I want to take our break together.

| Can | you and Virginia cover for us when we take our break?
| Will |

FY Yes, we | can. | OK, Virginia?
will.

VF Sure.
We can take our break when they | get | back.
We'll | come

JJ Yes. We can cover for you when we get | back.
We'll come

AC I'll go ask Miss Hookala.

DIALOG 9

AC Excuse me, Miss Hookala.
Can Jim and I take our break now?
May

CH Did you finish your a.m. care yet?

AC Yes, we finished already.

CH Then you | can | take your break.
may

Who's | covering for you? |
taking your place?

AC Frank Yamamoto and Virginia Fisher are | covering for us. |
taking our place.

CH Good. | Report to me | when you get back.
Tell me
Let me know

AC We will. Thank you, Miss Hookala.

Practice Dialogs 7,8, and 9 with TALK-AND-LISTEN cards, rotating cards.

Lesson 2 continued

TALK-AND-LISTEN CARDS

Unit VI Dial. 7,8,9

CARD A

A nursing aide working with B.

A: Hi, ___(B)___. Are you pau with your a.m. care?

B: .....

A: I'll be pau in five minutes.

B: .....

A: Yes, let's do. Who's gonna cover for us?

B: .....

Go with B and look for C and D.

A: Hey, ___(C)___ ! ___(B)___ and I want to take our break together. Can you and ___(D)___ cover for us when we take our break?

C: .....

D: .....

B: .....

A: I'll go ask M_ ___(E)___.

Go see E.

A: Excuse me, M_ ___(E)___. Can ___(B)___ and I take our break now?

E: .....

A: Yes, we finished already.

E: .....

A: ___(C)___ and ___(D)___ are covering for us.

E: .....

A: We will. Thank you, M_ ___(E)___.

Lesson 2 continued

CARD B Unit VI Dial. 7,8,9

A nursing aide working with A.

A: .....

B: Yes. Are you?

A: .....

B: Shall we take our break together?

A: .....

B: Let's ask (C) and (D).

Go with A and look for C and D.

A: .....

C: .....

D: .....

B: Yes. We can cover for you when we get back.

A: .....

CARD C Unit VI Dial: 7,8,9

A nursing aide working with D.

A: .....

C: Yes, we can. OK, (D) ?

D: .....

B: .....

A: .....

CARD D

Unit VI Dial. 7,8,9

A nursing aide working with C.

A: .....

C: .....

D: Sure.
We can take our break when they get back.

B: .....

A: .....

CARD E

Unit VI Dial. 7,8,9

A nurse

A: .....

E: Did you finish your a.m. care yet?

A: .....

E: Then you can take your break.
Who's covering for you?

A: .....

E: Good. Report to me when you get back.

A: .....

DIALOG 10

SC Did you get done / through writing your letter?

AC Yeah, I got done / through writing it.
When are you going to get done / through cutting the mangoes?

SC Maybe in ten minutes. I have to cut three more.
I might get done / through in ten minutes.

AC When you get done, / through, let's go see Mary and Richard.

SC OK. Shall we take them some mangoes?

AC Yes, let's do.

DIALOG 11

Alice and Suzie go to Mary and Richard's apartment. They knock on the door.

MW Oh hi, Alice. Hi, Suzie. Come in!

SC Hi, Mary. We brought you some mangoes.

MW Oh, thank you.
Richard, Alice and Suzie brought us some mangoes.

RW Wonderful! Shall we eat some now?

MW Sure. Let's all have some now.

RW Then, when we get through eating mangoes,
let's all go to | the show. |
| the movie. |

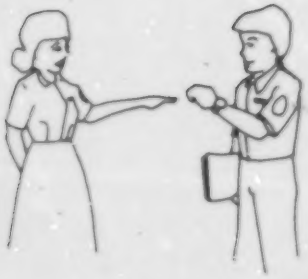
FREE DIALOG: Talk about what you're going to do together when you get through school today.

What shall we do when we get through school?

When we get through school, let's ...

PRACTICE SAYING

A		B	
Shall we take a break.		Yes, let's	do. take a break.
		No, let's	don't. don't take a break.
Shall we	open the door? open the windows? open our notebooks? turn on the air conditioner? put our pencils away?		
Shall I take my break now?		Yes,	please do. go ahead. take your break now.
		No, please	don't. don't take a break. don't take it now.
Shall I	open the door? open my notebook? put my pencil away?		
Can May	I take a break now?	Yes, you	can. may. can / may — take a break now.
Can May	we take a break now?	No, you	can't. may not can't / may not — take a break.
Can May	I	go home early? open my dictionary? turn on the air conditioner?	
Can May	we B and I	go home early? open our dictionaries? open the windows?	



DIALOG 1?

AC Hi, Jim. What time is it, please?

JJ Hi, Alice. It's 9:20.
What time are you going to take your break?

AC I want to take it at 9:35.
But I have to ask Miss Hookala.

JJ Me, too. What are you going to do?

AC I'm going to have coffee.
Want to { join me? / come with me? }

JJ Sure. Where are you going?

AC I'm going to the cafeteria.

DIALOG 1?

Alice and Jim are drinking coffee in the cafeteria.

JJ This coffee is good.
I'm going to get something to eat.
Would you like { something / anything } to eat?

AC No, thanks. I don't want anything to eat.

JJ Would you like some more coffee?

AC Yes, please.

DIALOG 14

After he gets Alice's coffee and something to eat, Jim comes back to the table.

AC What did you get to eat?

JJ I got a donut.

AC Eat it fast!
We have to go back upstairs.

JJ Is it time to go back already?!

AC Yes.
If we go back late, Miss Hookala will be | unhappy. / angry. / mad. / upset. |

DIALOG I9

When Alice and Jim get back from their break, Frank and Virginia take their break. They go downstairs to the cafeteria.

FY Let's sit here, Virginia.
You sit down. I'll get our food.
What would you like?

VF I'd / I would like some tea.

FY Would you like something / anything to eat?

VF Yes, I'd like something to eat.
Let me see--I'll have a sweet roll.
But I'll pay for it.

FY No, let me pay for it.

VF No, really. I want to pay for it.
I have the money right here.

FY Well, alright.
I'll be back right away.

You can say: Would you like something to eat?
Would you like anything to eat?

Yes, I'd like something to eat.

No, I don't want anything to eat.
No, I wouldn't like anything to eat.

Do not say: Yes, I'd like anything to eat.
No, I don't want something to eat.
No, I wouldn't like something to eat.

(Tr2)

FREE DIALOG

1. Two students take a break. Go to the cafeteria and talk about what you would like to eat and drink.

What would you like to eat? / drink? I'd like ____.

2. Two students go for lunch. Decide where to go.

Where would you like to go? I'd like to go _____.

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Lesson 4 IF YOU WANT ___, YOU HAVE TO ___.

DIALOG 16

AC Suzie, do you have a date with Jim tonight?

SC I think so. He's going to call me.
If he's free, we'll go to the movie.

AC How are you going?

SC If he has the car, we'll go by car.
If Victoriano has the car, then we'll go by bus.

AC And if Jim's not free, then you'll stay at home!

SC Yes, I'll stay at home.
Do you have a date tonight?

AC No, there isn't anyone I want to go out with.

DIALOG 17

Virginia Fisher is at home. She's talking with her husband. Her husband's name is Robert. His nickname is Bob.

VF Bob, Hurry up!
If we miss the bus, we'll be late.

RF I think we're late already. Let's take the car.

VF Alright.

RF If we take the car, we can take the children with us.

VF If we take the children with us,
Brian doesn't have to baby-sit.

RF Good.
Call Brian and tell him he doesn't have to baby-sit.

PROBLEM SITUATION DIALOGS

Your teacher has the **situation cards and will give them to you.**
"Problem situation" = a situation which has a conflict you have to resolve.
Read your card carefully and try to understand clearly. If you have trouble understanding the English, ask the teacher. There are no translations of problem situations.
(Tr3)

PRACTICE SAYING

Talk about taking the bus in Honolulu:

A Where are you going? B I'm going to _____.

A How are you going? B I'm going by bus.

If I miss the bus, maybe I'll be late.
I think I'll be late.
I might be late.

If you want to go to Waikiki,
Kalihi,
Sea Life Park,
you have to take the No.2 bus.
the No.1 bus.
the No.57 bus.

If you want to go to Waikiki,
maybe you can take the No.8 bus.

If you want to | come to my house,
go to Ala Moana Center,
go downtown,

you have to take _____.
I think you can take _____.
you have to | transfer | to No.6.
change |

FREE DIALOG Divide into teams of two students.

A: You're going to the hospital for tests. You'll stay in the hospital for a week. You'll be sleeping there. You are going to pack a small bag. You can pack only 5 things. Decide what to take with you from the list below. Explain to B why you are taking the things you choose. Try to use if clauses. For example,

If I want to read, I'll need a book or magazine.
If I want a drink, the nursing aide will bring water to me. I won't need to take a glass.

a book
a magazine
a newspaper
a pen and some paper
a toothbrush & toothpaste
a brush and a comb
aspirin
medicine
shoes
slippers
a dress
pants or slacks with a shirt or a blouse
underwear
pajamas or nightgown
a sweater

(Tr4)

Lesson 5 REVIEW EXERCISES

Students close all books and notebooks.

ANSWERING QUESTIONS

1. Did you finish studying { Unit VI? / Unit VI, Lesson 2? / Unit VI Reading? }

(When are you going to finish?)

ASKING AND ANSWERING QUESTIONS

1. If you go on a break now,
what would you like to eat? (I'd like ____.)
What would you like to drink?

2. Where would you like to go next Saturday?
(I'd like to go ___.)

3. Shall we _____? ({ Yes, let's do. / No, let's don't. })

SITUATION DIALOGS (Tr5) Use individual cards.

Situation VI-1

A You are a nurse. It is morning in the hospital. You are talking to a nursing aide (B) on your team. You want to know if the nursing aide finished (got through) doing various jobs. When you ask the nursing aide, name the jobs you want to know about.

B You are a nursing aide. It is morning in the hospital. You finished: taking temperatures
taking pulses
checking respiration
doing blood pressures
serving breakfast
taking away the breakfast trays
But you didn't finish: giving baths
combing or brushing hair
changing beds
making beds
Now you are talking with the nurse (A).

Situation VI-2 Each student should be able to do Situation VI-2, card A.

A You are a nursing aide. You finished your a.m. care. You want to take a break. You ask another nursing aide (B) to cover for you. Then you go to your Team Leader (C) to ask to take a break.

B You are a nursing aide. You are doing your a.m. care. Another nursing aide (A) comes to you.

C You are a nurse. A nursing aide on your team comes to you.

Situation VI-3

A You and B live together. You and B want to go shopping to buy some clothes. But, first, you and B have to finish some work in the house. You are going to wash the dishes, then you are going to wash and cut up vegetables for dinner. B is going to wash the clothes and clean the bathroom. If you go shopping late, you won't have enough time to buy the clothes you want. Talk with B about the work and about going shopping.

B You and A live together. You and A want to go shopping to buy some clothes. But, first, you and A have to finish some work in the house. You are going to wash the clothes and clean the bathroom. A is going to wash the dishes, then wash and cut up vegetables for dinner. If you go shopping late, you won't have enough time to buy the clothes you want. Talk with A about the work and about going shopping.

Situation VI-4

A You are walking on the street. You meet a friend. You greet your friend. You ask where your friend is going and how your friend is going to get there.

B You are walking on the street. You are going to Ala Moana Center. You are going to go by bus, but you don't know what bus to get. You meet a friend.

UNIT VII

T AS IN TELEPHONE

PREVIEW

In Unit VII you will learn to use the telephone at home. You will practice calling friends, calling for information, calling to make appointments, and leaving, taking and giving messages.

In this unit you and the other students will work together to make a telephone directory for Tamarind City. This exercise will give you the opportunity to use all your English skills in speaking, listening and reading. Try to use English in all your planning discussions and note taking.

UNIT VII OUTLINE

These are the lessons you are going to study in Unit VII.
When you finish each lesson, check the items you can do.

Lesson 1 CALLING A FRIEND

Ask and answer:

___ 's Jim there? (Yes, this is Jim.)
(Hi, Jim. This is ____ ____.)

___ Is Jim there? (Just a minute. I'll call him.)

___ Let's go to the movie, shall we? (OK.)

___ You're driving to work, aren't you? (Yes, I am.)

___ You want a ride, don't you? (Yes, I do. May I?)

___ You don't want a ride, do you? (No, thank you.)

Call someone on the phone:

___ This is ____ ____.

___ Ask for a ride to school.

Lesson 2 CALLING A FRIEND WHO'S NOT THERE

Ask and answer:

___ Is this 277-7562? (No, you have the wrong number.)

___ Do you know when she's coming home? (Maybe around 8.)

___ Do you want me to take a message? (No, thanks. I'll call back later.)

___ Can I take a message? (Yes. This is _____. Please tell her I called.)

___ How do you spell your name? (V-I-C-T-O-R-I-A-N-O.)

___ Do you want her to call you back? (No, that's alright.)

___ Can he call me back? (Yes. What's your phone number?)

Outline continued

(Lesson 2 continued)

___ Call a wrong number.

___ Get a call that's the wrong number.

___ Call a friend not there: Don't leave a message.

___ Call a friend not there: Leave a message.

___ Answer the phone and take a message.
(I'll tell her you called.)

___ Make a dialog and write it on the blackboard.

Lesson 3 CALLING FOR INFORMATION

Make a telephone directory:

___ Put names in alphabetical order by last name.

___ Make a directory with other students.

___ Call Information (Directory Assistance) for a number.

Call the bus company for information:

___ What bus do I get?

___ What time does the bus get to Tamarind and Nene?

Ask and answer:

___ Will you go to the drugstore for me? (OK.)

Lesson 4 CALLING FOR APPOINTMENTS

Ask and answer:

___ What are your hours? (They're 9 to 12.)

___ Do I have to make an appointment? (No. Just come in.)

___ Can I come in some morning? (Yes. Come in any morning.)

___ Can you take me today after work?
(You might have to wait a while.)

Outline continued

(Lesson 4 continued)

___ Spell your name: P as in paper,...

___ Make an appointment for a haircut.

Make an appointment to see the doctor:

___ I want to make an appointment.

Assignment:

___ Call an eating place and find out their hours.

Lesson 5 REVIEW EXERCISES

___ Report on call to eating place (Lesson 4).

Lesson 1 CALLING A FRIEND

TELEPHONE DIALOG 1

Alice Chong wants to talk to Jim Johnson on the telephone.

AC (dials Jim's telephone number.)

(The telephone rings in Jim's and Victoriano's apartment.)

JJ (answers the telephone.) Hello.

AC Hello. Is Jim there?

JJ Yes, this is Jim.

AC Hi, Jim. This is Alice.

JJ Oh hi, Alice.

AC Jim, are you driving to work tomorrow?

JJ Yes.

AC Can I get a ride with you?

JJ Sure.

AC What time are you going?

JJ At 6:30.

AC Then I'll meet you downstairs at 6:30.

JJ OK.

AC Thanks, Jim. Good-bye.

JJ Good-bye, Alice.

TELEPHONE DIALOG 2

Jim wants to talk to Suzie Chong.

JJ (dials Suzie's telephone number.)

(The telephone rings in Alice's and Suzie's apartment.)

SC (answers the telephone.) Hello.

JJ Hello. Is Suzie there?

SC Yes, this is Suzie.

JJ Hi, Suzie. This is Jim.

SC Oh hi, Jim.

JJ Did you like the movie last night?

SC Oh yes, I did! It was so funny!

JJ Yeah. We sure laughed a lot, didn't we?

SC Yes, we sure did!

JJ Let's go to the new movie next week, shall we?

SC OK

JJ Well, I'll talk to you later, Suzie. Bye.

SC Bye, Jim.

TELEPHONE DIALOG 3

AC (dials Jim's telephone number.)

(The telephone rings at Jim's and Victoriano's place.)

VC (answers the phone.) Hello.

AC Hello. Is Jim there?

VC Yes. Just a minute. I'll call him.

(to Jim) Jim! Telephone!

JJ (in another room) OK. I'm coming.

(on the phone) Hello. This is Jim.

AC Hi, Jim. This is Alice.

JJ Oh hi, Alice.

AC Jim, you're driving to work tomorrow, aren't you?

JJ Yes, I am. You want a ride, don't you?

AC Yes, I do. May I?

JJ Sure.

AC What time?

JJ The same time as before--6:30.

AC Alright. I'll be down at 6:30.

JJ OK. See you at 6:30.

AC Thanks, Jim. Bye-bye.

JJ Bye, Alice.

FREE DIALOGS

1. Call another student in the class and ask for a ride to school.
2. Call another student in the class and talk about what you did last weekend.

TELEPHONE DIALOG 4

Virginia Fisher is going shopping with her husband, Bob. They're taking their two children with them. Yesterday, Virginia asked Brian Venasa, the 16-year-old boy next door, to baby-sit today. Now she has to call him and tell him not to baby-sit.

VF (dials the Venasa's telephone number.)

(The telephone rings in the Venasa house.)

MrV (answers the phone.) Hello.

VF Hello, Mrs. Venasa. This is Virginia Fisher. Is Brian there?

MsV Yes. Just a minute, Virginia.

(to Brian) Brian! Telephone!

BV OK, I'm coming!

(on the phone) Hello. This is Brian.

VF Hello, Brian. This is Virginia Fisher.

BV Oh hello, Mrs. Fisher.

VF Brian, you know I told you--
Mr. Fisher and I are going shopping today.

BV Yeah. You want me to baby-sit, don't you?

VF Well, we're taking the children with us.

BV Then you don't want me to baby-sit, do you?

VF No, thank you, Brian. Not this time.

BV That's OK. Call me when you want me to baby-sit.

VF We will. Thank you, Brian. Good-by

BV Bye, Mrs. Fisher.

baby-sit = Stay with children when the parents are not at home.

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TELEPHONE DIALOG 5 Wrong Number

Victoriano Cruz works at night in Opunui Restaurant. He's a waiter. He has a friend. She's a waitress at Opunui Restaurant. Her name is Malia Kane. Victoriano wants to talk to Malia on the phone. He wants to ask her for a date.

VC (dials a number.)

(A telephone rings.)

Person (answers the phone.) Hello.

VC Hello. Is Malia there?

P Who?

VC Malia. Malia Kane.

P There's no Mali-- There's no one here with that name.

VC Is this 277-7562?

P No. You have the wrong number.

VC I'm sorry. Good-bye.

P Good-bye.

TELEPHONE DIALOG 6

Victoriano dials again. This time he is careful to dial the right number.

VC (dials 277-7562.)

(The phone rings in the Kane house.)

K (answers the phone.) Hello.

VC Hello. Is Malia there?

K No, Malia's not at home now.

VC Do you know when she's coming home?

K Maybe around 8. Do you want me to take a message?

VC No, thanks. I'll call back later.

K Alright.

VC Thank you. Good-bye.

K Good-bye.

TELEPHONE DIALOG 7

It's 8:20. Victoriano calls Malia on the phone again.

VC (dials 277-7562.)

(The phone rings in the Kane house.)

K (answers the phone.) Hello.

VC Hello. Is Malia there?

K No, Malia's not at home now.

VC Oh. I called before.

K Do you want me to take a message now?

VC Yes. Please tell her Victoriano Cruz called.

K Do you want her to call you back?

VC No, that's alright. I'll call again.

K Alright. I'll tell her you called.

VC Thank you. Good-bye.

K Good-bye.

Practice Dialogs 5,6, and 7 together.

MAKE A DIALOG

If Victoriano calls back later and Malia is at home, what will he say to her? What will she say? With the other students make a dialog of Victoriano and Malia talking on the phone. Write the dialog on the blackboard.

TELEPHONE DIALOG 8

Victoriano wants to talk with his friend, Todd Cameron.

VC (dials Todd's telephone number.)

(The phone rings in Todd's house.)

PC (Todd's wife, Penny, answers the phone.) Hello.

VC Hello. Is Todd there?

PC No, he's not here.
Can I take a message?

VC Yes, thank you. This is Victoriano Cruz.

PC I'll write it down. How do you spell your name?

VC V-I-C-T-O-R-I-A-N-O C-R-U-Z.
Can he call me back?

PC Yes. What's your telephone number?

VC It's 277-3456.

PC Just a minute. "2-7-7 3-4-5-6."
Alright. I'll ask him to call you back.

VC Thank you. Good-bye.

PC Good-bye.

EXAMPLE MESSAGE FORM

Date: _____ Time: ____

To: _____

Caller: _____

Phone No.: _____

___ Please call ___ Will call back
___ Returned your call
___ See MESSAGE:

_____

_____

_____

Call taken by: _____

TELEPHONE DIALOG 9

Jim wants to talk with Suzie on the phone.

JJ (dials Suzie's number.)

(The phone rings in Suzie's and Alice's apartment.)

AC (answers the phone.) Hello.

JJ Hi, Alice. This is Jim. Is Suzie there?

AC No, Jim. She's not home.
Do you want me to take a message?

JJ Yes. Please tell her I called.
Tell her I'll meet her after work tomorrow.

AC Alright. What time and where?

JJ I'll be in front of the City Hall at 4:30.

AC (writing) "front of City Hall - 4:30 tomorrow."
OK. I'll give her the message, Jim.

JJ Thank you, Alice. Bye.

AC Bye-bye, Jim.

SITUATION DIALOG

Student A wants to talk to Student B on the phone.
Student B goes out of the classroom.
Student A dials Student B's number.
Student C answers.
Student A leaves a message for Student B. All the students listen.
Student C writes it down.
Student B comes back into the classroom, and
Student C gives the message to Student B.
Student B tells the class what the message is and all the students listen and check if it's right.
If the message says to call Student A back, Student B calls Student A.

Lesson 3 CALLING FOR INFORMATION

MAKE A TELEPHONE DIRECTORY

Make a telephone directory with the other students. Before you begin, read all the directions on this page and on p.2 of Make a Telephone Directory.

Put in the directory the names of the people you know in Tamarind City and the names of stores, shops, schools, and all the places in Tamarind City that should have telephones. Use the list of PEOPLE IN TAMARIND CITY (REF 39-42) and use your maps of Mahimahi Island (REF 1) and Tamarind City (REF 1a and REF center). Here are some places that are not on your Tamarind City maps:

Rapoza's Filipino Delicatessen	712 Banyan Tree Street
Lae Hikina Hotel	1311 East Makai Drive
Hikina Makai Restaurant	Lae Hikina Hotel, 1311 East Makai Drive
Banyan Health Foods Store	716 Banyan Tree Street
Hairy Carrie's Hair Care Salon	1025A Nene Street (above Mori's Barber Shop)
Mahimahi Outpatient Clinics	
Tail Road Clinic	113 East Makai Drive
Makai Clinic	1703 Makai Drive 277-3211

Put the names of people and places in alphabetical order (A,B,C,...). Divide into teams of three students. Divide the alphabet into as many parts as there are teams. Each team alphabetize the people and places in its part of the alphabet. The class can practice alphabetizing first by alphabetizing the names of everyone in the classroom.

Remember these things:

1. With names of people, alphabetize by the last name. Put the last name first.

2. In a family that lives in the same house, only the husband (or father) has his name in the directory.

Jim Johnson and Victoriano Cruz have only one telephone in their apartment, but they want to have both their names in the telephone directory. They paid $2 more to the telephone company and their phone is listed under both their names.

Doctors with MD after their names have their office address and number listed before their residence (home) address and number. (See examples on the next page.)
(Trl)

Continue reading Make a Telephone Directory, p.2

Lesson 3 continued

Make a Telephone Directory, p.2

3. Don't write out middle names. Use initials for middle names.

4. Don't put apartment numbers in the directory. Put only the street address.

5. The telephone directory does not use commas (,) or periods (.).

6. Use these abbreviations:

boulevard	Bl	drive	Dr
avenue	Av	road	Rd
lane	Ln	street	Don't write anything.

"r" = residence (home, place where the person lives not works)

Examples of names listed in the telephone directory:

Kane Michael K 1756 Dolphin Dr	277-7562
Kim Marvin R 1207 Nene	277 3401
Kim Richard Y S MD	
Makai Professional Building	
Suite 811 960 Nene	278-2212
r 3311 Makai Dr	466-9088
Kim's Cafe 1005 Makai Dr	277-5531

Notice that Kim's comes after Kim, a last name.

Your teacher has a complete alphabetical list for checking.

K
Kala Supermarket 297 Tamarind Bl 277-7562
Kane Michael K 1756 Dolphin Dr 277-3401
Kim Marvin R 1207 Nene
Kim Richard Y S MD
Makai Professional Building 278-2
Suite 811 960 Nene 466
r 3311 Makai Dr 2
Kim's Cafe 1005 Makai Dr
Koi Pet Shop 1044 Monkeypod Av
KUKU TV Station 356 Pahoehoe Bl
L
Lae Hikina Hotel 1311 E Makr
Lee Chung-Ming 115 Pua Ln
C 1207 Nene

Lesson 3 continued

Make a Telephone Directory, p. 3: Telephone Numbers

Notice on your list of People in Tamarind City: There are telephone numbers for some people. Here are telephone numbers for some places:

Kim's Cafe	277-5531
TaMaTran Bus Company	278-6142
Fukuda's Auto Body Shop	277-5406
Royal Palm Hotel	277-3213
Mahimahi Outpatient Clinics	
Makai Clinic	277-3211
Tamarind Community College	277-3224
Mauka Service Station	277-5980
Mango Tree Elementary School	277-1667

Ask your teacher to make telephone numbers for the other people and places. Or choose a small committee of students to make telephone numbers.

Remember these things:

1. All the numbers inside Tamarind City west of Pahoehoe Boulevard have the exchange 277-.

2. The numbers on Dolphin Drive are also 277- numbers.

3. The numbers inside Tamarind City east of Pahoehoe Boulevard--between Pahoehoe and Tail Road--have the exchange 278-.

4. The numbers on Tail Road are also 278- numbers.

5. The numbers on East Makai Drive have the exchange 766-.

6. The numbers in the Dolphin Fin area have the exchange 466-. (The people who live in the Dolphin Fin area are marked (Dolphin Fin) on the list of People in Tamarind City.)

Ask your teacher to make copies of the complete directory. Then every student can have a copy.

SITUATION DIALOG

Student A wants to call someone or some place in Tamarind City, but Student A doesn't know the telephone number.

Student A: Call Telephone Information and ask for the telephone number of the person or place you want to call. The number for Telephone Information is 299. (In Honolulu, telephone information is called Directory Assistance. The number is 411.)

Student B: You are an operator in Telephone Information. When someone calls you for a number, you have to know the name and the street of the person they want to call. Use your Tamarind City Telephone Directory.

TELEPHONE DIALOG 10

It's Saturday a.m. Frank Yamamoto has to go to the Police Department. He has to get there at 10:00 a.m. He's going by bus and he wants to know what time to get the bus. He calls TaMaTran Bus Company.

FY (dials the TMT number.)

TMT (The operator answers.) TaMaTran. May I help you?

FY Yes, I want to get to the corner of Nene Street and Tamarind by 10 o'clock this morning. What bus do I get?

TMT Where do you live?

FY I live on Dolphin Drive.

TMT The 8:25 bus from Ahi gets to Dolphin Drive and Mahimahi at 8:35. It gets to Tamarind and Banyan Tree at 9:03. Do you want to ride all the way around?

FY If I ride all the way around, what time does it get to Tamarind and Nene?

TMT If you ride all the way around, you'll get to Tamarind and Nene at 9:27.

FY Thank you. Good-bye.

TMT Good-bye.

DIALOG 1

Frank tells his mother about the bus.

FY The bus comes by here about 8:40.

MsY What time does it get downtown?

FY It gets to Tamarind and Banyan Tree at 9:03.
I can get off there and walk to Nene.
Or I can ride around and get off at Tamarind and Nene.

MsY What time does the bus get to Tamarind and Nene?

FY At 9:27.

MsY Oh, you have lots of time.
Will you get off at Banyan Tree
and go to the drug store for me?

FY OK. What do you want at the drug store?

MsY I want some medicine.
I'll call them and they can have it ready.

SITUATION DIALOG

Student A: You live in Honolulu. You live in one of these areas:

near downtown	in Waikiki
near the airport	in Hawaii Kai
near the university	in Manoa
near Sea Life Park	in Pauoa Valley

You want to go to Ala Moana Center but you don't know what bus to get. Call The Bus: 531-1611.

Student B: You are the information clerk for The Bus (the Honolulu bus company). You have the schedules of all the city buses on the island, and you know the routes of all the buses. Here are the buses in Honolulu that go to Ala Moana Center:

#5 from Waikiki and from Manoa
#6 from Manoa & the university, and from Pauoa Valley
#8 from Waikiki, and from the airport and downtown
#57 from Sea Life Park, Hawaii Kai, and Waikiki
Any bus marked "Honolulu" - from downtown (and from other towns on the island)

Lesson 4 CALLING FOR APPOINTMENTS

TELEPHONE DIALOG II

Mrs. Yamamoto is calling Nguyen's Drug Store.

MsY (dials the number.)

P (answers the phone.) Hello. Nguyen's Drugs.

MsY Hello. Prescription Department, please.

P Just a minute. (rings Prescription Dept.)

Pr Hello. Prescription Department.

MsY Hello. This is Mrs. Yamamoto. I want some more of my medicine.

Pr What is your prescription number, Mrs. Yamamoto?

MsY It's 569220.

Pr Alright. When do you want to pick it up, Mrs. Yamamoto?

MsY My son will pick it up about 9:15 this morning.

Pr Alright. It'll be ready.

MsY Thank you. Good-bye.

Pr Good-bye.

TELEPHONE DIALOG 12

Mrs. Yamamoto thinks her medicine isn't helping her. She wants to see her doctor. She wants to make an appointment with the doctor.

MsY (dials Dr. Kim's office telephone number.)

Receptionist (answers the phone.)
Good morning. Dr. Kim's office.

MsY Good morning. This is Mrs. Yamamoto.
I want to make an appointment with Dr. Kim.

R Yes, Mrs. Yamamoto.
When do you want to come in?

MsY As soon as possible.
I don't think my medicine's helping me.

R His first free time is Wednesday afternoon at 3:45.

MsY Oh, I can't come Wednesday afternoon.

R Maybe I can squeeze you in on Tuesday morning.
Can you come then?

MsY Yes, I can come Tuesday morning.

R You might have to wait a while.

MsY Oh, I don't like to wait long.

R The next free time is Friday morning, Mrs. Yamamoto.

MsY But that's so late!
Well, I'll come in Tuesday morning and wait.

R Alright. Come in at 10:15.

MsY Alright. I'll come then.
Good-bye.

R Good-bye, Mrs. Yamamoto.

FREE DIALOG

One student is a receptionist. Another student makes a call and makes an appointment.

TELEPHONE DIALOG 13

Richard Watanabe has to get a chest X-ray (an X-ray of his lungs). He calls Tall Road Clinic.

RW (dials the Tall Road Clinic number.)

Receptionist (answers the phone.)
Tall Road Clinic. May I help you?

RW Yes. I want to get a chest X-ray.

R Do you have a paper from your doctor?

RW Yes. Can I come in some morning?

R Yes. Come in any morning.

RW Do I have to make an appointment?

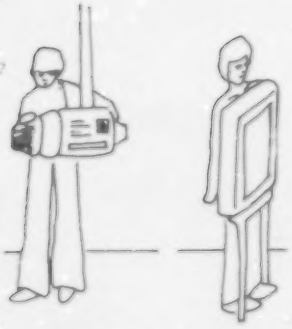
R No. Just come in.

RW What are your hours?

R They're 9 to 12 every morning.

RW OK. Thank you. Good-bye.

R Good-bye.



SITUATION DIALOG

Student A: You live on Oahu. Your doctor wants you to go to Lanakila Health Center and get a chest X-ray in the Tuberculosis Branch. You have to know
When to go.
Where to go.
How to get there.

Student B: You are an information clerk in the Tuberculosis (TB) Branch at Lanakila Health Center in Honolulu. Lanakila Health Center is at 1722 Lanakila Avenue. That's near School Street. When you go to work, you take the #2 SCHOOL - Middle bus and get off at Lanakila.
The TB Branch is open for chest X-rays these hours:
Mon, Tue, Wed, Fri 8 - 4
Thur 8 - 11
If someone wants to get an X-ray, they don't have to have an appointment.

TELEPHONE DIALOG 14

Christine Hookala wants to get her hair cut and set. She calls Hairy Carrie's Hair Care Salon.

CH (dials the Hair Care Salon Number.)

C (answers the phone.) Hair Care Salon. Carrie speaking.

CH Hello. I want to get my hair cut and set.

C Alright. What day?

CH Saturday is the only day I can come.

C How about next Saturday at 2 p.m.?

CH That's alright.

C What's your name?

CH Christine Hookala. That's H - double O - K - A - L - A.

C "A-O-O-K-L-A?"

CH No. H as in hairy, O - O - K as in Korea, A as in apple, L - A.

C "H-O-O-K-A-L-A."

CH That's right.

C What's your telephone number?

CH 277-9272.

C Alright. We'll see you 2 p.m. Saturday for a cut and set.

CH Thank you. Good-bye.

C Good-bye.

TELEPHONE DIALOG 15

Vinh Phan needs a hair cut. He calls Mori Barber Shop.

VP (dials the barbershop number.)

B (The barber answers.) Mori Barber Shop.

VP Hello. I want to get a hair cut.
Can you take me today after work?

B Yeah. Is 4:45 alright?

VP That's fine.

B What's your name?

VP Vinh Phan.

B What's that?

VP My last name is Phan: P as in paper, H as in hello, A as in apple, and N as in napkin. My first name is Vinh: V as in victory, I as in island, N as in napkin, and H as in hello.

B OK, Mr. Phan. 4:45.

VP Thank you. Good-bye.

FREE DIALOG
Make a list of words on the blackboard for the letters of the alphabet. Practice making appointments and spelling names.

ASSIGNMENT

Look in your telephone directory at home. Look in the Yellow Pages under Restaurants.
Choose an eating place (a place to eat).
Get its address.
Get its telephone number.
Call the place: Find out what hours they serve dinner.
(Please do not choose a place where they speak your mother language. For example, if your mother language is Korean, do not call a Korean restaurant.)
Next class time--Lesson 5--report to the class. Tell the class the name of the place you called, its location (its address), and the hours it serves dinner.
(Tr2)

Lesson 5 REVIEW EXERCISES

REPORT TO THE CLASS

Report about your call to an eating place.

Tell the name of the place,
tell its location, and
tell the hours it serves dinner.

TELEPHONE SITUATION DIALOGS Use individual cards.
(Tr 3)

Telephone Situation VII-1

A You are bringing two Honolulu telephone directories to school tomorrow. They are very heavy, but you don't have a car. You call another student in the class (B) and ask for a ride to school.

B You drive a car to school every day. A friend calls you.

Telephone Situation VII-2

A You want to talk to D. You call on the telephone. B answers. You ask for D.

You call again. C answers. You ask for D.

B Someone calls on the telephone. (You don't know D.)

C You and D live together. D isn't at home. The phone rings.

Telephone Situation VII-3

A You want to meet C tomorrow after school. You call on the telephone.

B You and C live together. C's not at home. The phone rings.

Lesson 5 continued

Telephone Situation VII-4 Make an appointment.

Every student should be able to do Situation VII-4, A.

A You feel sick. You want to see your doctor. You call on the phone.

B You are a receptionist for a doctor. Someone calls you.

Telephone Situation VII-5

A You want to get your hair cut. You call the barber shop.

B You are a barber in a barber shop. The phone rings. You answer it.

UNIT VIII

THE PILIKIA NUI CONNECTION

PREVIEW

In this unit you will practice making business phone calls in different ways. First, you will call your supervisor from home to report that you are sick. Then you will practice answering the telephone on the hospital ward. You will also practice making emergency phone calls. Finally, you will practice taking calls in an outpatient clinic--taking messages, answering questions and making appointments for patients and doctors.

In your review lesson, you will do problem situation dialogs on the telephone.

UNIT VIII OUTLINE

These are the lessons you are going to study in Unit VIII.
When you finish each lesson, check the items you can do.

LESSON 1 CALLING IN SICK

Ask and answer:

___ Is Miss H there? (Hang on. I'll get her.)

___ Can you take care of her patients? (Yes, Miss H.)

___ Can you help me with her patients? (I'll try.)
(There's a lot of work.)

Call in sick:

___ I have a bad cold. (You sound terrible!)
(Take care of yourself.)

___ I'll try to come in tomorrow. (Thank you for calling.)

Lesson 2 ANSWERING THE PHONE ON THE WARD

___ Answer the phone: Give ward, your name, your title.

___ Report on phone call: She says ___.

___ Get an emergency phone call.

___ Make an emergency phone call.

Call Emergency in Honolulu:

___ Report a fire.

___ Ask for an ambulance.

___ Report a burglar.

Outline continued

Lesson 3 TAKING CALLS IN A CLINIC

Ask and answer:

___ May I help you? (I want to see Dr. Pak.)

___ Can I talk to Dr. Pak? (Dr. Pak is with a patient.)

___ Can I take a message? (No, thanks.)

___ What is your name, please? (Mrs. Ann Gray.)

___ When can you come in? (I can come in on Thursday.)

___ Can you come at 9:00? (That'll be fine.)

___ Do you want to make an appointment? (Yes, please.)
(You'll probably have to wait.)

___ Who is your appointment with? (It's with Dr. Pak.)
(I'll cancel your appointment.)

Lesson 4 TAKING MESSAGES

Ask and answer:

___ Can / May I take a message? (I'm returning her call.
Ask her to call me at 278-2212.)
(I'll give her your message.)

___ Can she call me when she's free?
(I'll ask her to call you.)

___ Who's calling, please? (This is Ronald Higa.)
(Just a minute.
Don't hang up.
Hang on.)

___ Can he call you back in 15 minutes? (Sure.)

___ What's your telephone number? (278-9988)

Outline continued

(Lesson 4 continued)

Ask and answer:

___ Did Dr. Smith call back? (He wants you to call him.)

(Excuse me, Dr. Ferguson,
Mr. Higa is on the line.)
___ Can you talk to him? (Ask him if I can call him back.)

___ Do I have an appointment at 1?
(Yes, Dr. Pak.
You have an appointment with Mrs. A G.)

Lesson 5 REVIEW EXERCISES:

Problem Situation Dialogs for Telephone.

Lesson 1 CALLING IN SICK

TELEPHONE DIALOG 1

It's 6:45 Monday morning. Alice is sick with a cold. She's coughing a lot and she has a runny nose. She calls her supervisor.

AC (dials the hospital number.)

PNH Operator: Pilikia Nui Hospital.

AC 3rd floor, Surgical Ward, please.

Op I'll connect you. (rings Surgical Ward.)

I'm sorry. The line is busy.

AC Alright. I'll call back.

TELEPHONE DIALOG 2

Alice tries again.

AC (dials PNH number.)

Op Pilikia Nui Hospital.

AC 3rd floor, Surgical Ward, please.

Op I'll connect you. (rings Surgical Ward.)

CH Surgical Ward, Miss Hookala speaking.

AC Miss Hookala, this is Alice Chong.
I have a bad cold today.

CH Then please stay at home.
If you come in, you might give your cold to the patients.

AC Yes, I know.

CH Take care of yourself and get well quick.

AC I'll try.

CH Thank you for calling.

AC Yes. Good-bye, Miss Hookala.

CH Good-bye, Miss Chong.

TELEPHONE DIALOG 3

It's Tuesday morning. Alice is still sick. Her cold is still bad. She's still coughing. Her nose is not runny anymore but it's stuffy. She calls her ward.

AC (dials the hospital number.)

PNH Op Pilikia Nui Hospital.

AC 3rd floor, Surgical Ward, please.

Op I'll connect you. (rings Surgical Ward.)

VF Surgical Ward. Virginia Fisher, nursing aide.

AC Virginia, this is Alice.

VF Oh hi Alice. How is your cold?

AC It's still bad. Is Miss Hookala there?

VF Hang on. I'll try to get her.

(Alice waits. Virginia comes back to the phone.)

VF Alice, Miss Hookala is busy.
I can tell her you called.

AC Tell her I called and my cold is still bad.

VF Yes. You sound terrible!
Get well quick--we need you!

AC Yes, I know. I'll try to come in tomorrow.
Bye-bye, Virginia.

VF Bye-bye, Alice.

VOCABULARY

runny nose
stuffy nose
Hang on. = Wait for me. (usually on the telephone)
I'll connect you.
You sound terrible!
Get well quick.
(Trl)

DIALOG 1

VF Miss Hookala, Alice Chong called.
She's still sick. Her cold is still bad.

CH Oh my!
Can you and Mr. Johnson take care of her patients again?

VF Yes, Miss Hookala. I'll tell Jim.

CH Please do.

DIALOG 2

VF Jim, Alice is still sick.
You and I have to take care of her patients again.

JJ OK. Boy! I'll be glad when she's well!

VF Me, too! There's a lot of work.
Maybe Frank can help us today.

JJ Yeah. Ask him to help us.

DIALOG 3

VF Frank, Alice is still sick today.
Can you help Jim and me with her patients?

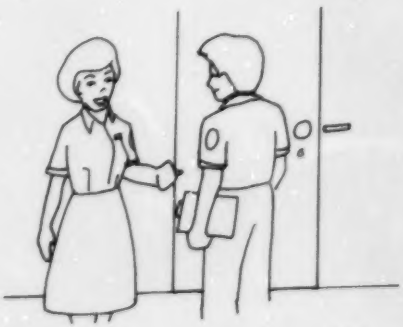
FY I'll try.
If I don't have too many I&O's to do,
I can help you.

VF OK. Thanks, Frank.

I&O = Intake & Output record

For more ABBREVIATIONS
IN THE HOSPITAL, see
REF 43-44

(Tr2)



Lesson 2 ANSWERING THE PHONE ON THE WARD

TELEPHONE DIALOG 4

The phone rings at the nurse's station in the Surgical Ward. Jim Johnson is near the phone. He answers it.

JJ Surgical Ward. Jim Johnson, nursing aide.

MP Hello. This is Mary Park in the lab.
Mrs. Rapoza wanted me to call her
when we finished the tests for Esther McCarthy in 309.

JJ Did you finish them?

MP Yes. Will you tell her?

JJ Yes, I'll tell her.

MP Thank you. Good-bye.

JJ Good-bye.

DIALOG 4

JJ Excuse me, Mrs. Rapoza.
Mary Park in the lab called.
She says they finished the tests for Mrs. McCarthy.

CR Oh, thank you, Mr. Johnson.
Will you go down to the lab
and pick up Mrs. McCarthy's blood tests?

JJ Yes, Mrs. Rapoza.

CR Bring them to me.

(Jim gets Mrs. McCarthy's blood tests from the lab.)

JJ Mrs. Rapoza, here are Mrs. McCarthy's blood tests.

CR Thank you, Mr. Johnson.
Let me see them. Hm-m.
Call down to Surgery
and tell Dr. Ramos we have Esther McCarthy's blood tests.

JJ Alright, Mrs. Rapoza.

TELEPHONE DIALOG 5

JJ (dials Surgery Department number.)

DrY Surgery. Dr. Young.

JJ Is Dr. Ramos there, please?

DrY Just a minute.

(to Dr. Ramos) Dr. Ramos. Telephone.

ER (to Dr. Young) Thank you, Dr. Young.

(on the phone) This is Dr. Ramos.

JJ Dr. Ramos, this is Jim Johnson,
a nursing aide on the Surgical Ward.
Mrs. Rapoza asked me to call you.
We have the blood tests for Esther McCarthy in 309.

ER Thank you, Mr. Johnson.
Tell Mrs. Rapoza I'll be up in 10 minutes.

JJ Alright.

DIALOG 5

JJ Mrs. Rapoza, Dr. Ramos says she'll be up in 10 minutes.

CR Alright. Thank you, Mr. Johnson.

TELEPHONE DIALOG 6

The phone rings at the nurse's station. Virginia Fisher is near the phone.

VF Surgical Ward. Virginia Fisher, nursing aide.

Person This is an emergency.
Tell Mrs. Rapoza there's a Code 500 in Medical.
Tell her to go to 216 immediately.

VF "Code 500, 216 in Medical." Alright.

DIALOG 6

VF Mrs. Rapoza! There's a Code 500 in 216 in Medical.

CR 216? Alright. (Mrs. Rapoza goes quickly.)

(Code 500, in some hospitals, means "cardiac arrest - come immediately." (Tr3)

FREE DIALOGS

1. Practice taking calls and giving messages.

2. Practice making an emergency phone call for a fire in the hospital. Use Code Red for fire.

3. Practice calling Emergency in Honolulu (dial 911):
   a. Report a fire in your house or apartment.
   b. Ask for an ambulance for a sick person in your home.
   c. Report a burglar in your home to the police.

(Tr4)

Lesson 3 TAKING CALLS IN A CLINIC

Sherry Inglis is a nursing aide. She works in Tail Road Clinic. She works with the patients. She helps the nurses and the doctors. She often works at the reception desk and answers the telephone and takes messages. She writes down all messages. There are two doctors in the clinic today, Dr. Pak and Dr. Ferguson.

TELEPHONE DIALOG 7

The phone in Tail Road Clinic rings.

SI Tail Road Clinic. May I help you?

Person Can I | talk / speak | to Dr. Pak?

SI Dr. Pak is with a patient now.
Can I take a message?

P No, thanks. I'll call back. Good-bye.

SI Good-bye.

TELEPHONE DIALOG 8

SI Tail Road Clinic. May I help you?

AG I want to see Dr. Pak.
When can I see Dr. Pak?

SI Do you want to see her today?

AG Yes.

SI She'll be free at 1:00 today.
Can you come then?

AG Yes, I'll come then.

SI What's your name, please?

AG Mrs. Ann Gray.

SI Alright, Mrs. Gray. We'll see you at 1.

AG Thank you. Good-bye.

SI Good-bye, Mrs. Gray.

TELEPHONE DIALOG 9

SI Tail Road Clinic. May I help you?

JM Yes. I'll be late for my appointment today.

SI What is your name, please?

JM Jane Minobe.

SI Who is your appointment with, Ms. Minobe?

JM It's with Dr. Pak at 9:30.

SI What time will you be here?

JM Probably around 10:30.

SI Alright. | You'll probably | have to wait.
| You might |
The doctor is very busy today.

JM Yes. I understand.

SI We'll see you at 10:30 then.

JM Thank you. Good-bye.

TELEPHONE DIALOG 10

SI Tail Road Clinic. May I help you?

CR Yes. I want to cancel my appointment with Dr. Ferguson.

SI Alright | What is your name, please? / May I have your name please? |

CR This is Carl Roberts. My appointment is at 3:00 today.

SI I'll cancel your appointment.
Do you want to make another | one? / appointment? |

CR No. I'll call back | another time. / later. | Good-bye.

SI Good-bye.

TELEPHONE DIALOG 11

SI Tail Road Clinic. May I help you?

BB Yes. I want to make an appointment | to see / with | Dr. Ferguson.

SI Alright. What is your name, please?

BB Bob Bell.

SI | When can you come in, Mr. Bell? / When do you want to come in, Mr. Bell? |

BB I can come in on Thursday, around 8:30.

SI The doctor is busy at 8:30. Can you come at 9:00?

BB Yes. That'll be fine.

SI Alright, Mr. Bell. We'll see you on Thursday at 9.

BB OK. Thank you. Good-bye.

SI Good-bye, Mr. Bell.

FREE DIALOGS
Practice making appointments.
Do you want to make an appointment?
Yes, please.

TELEPHONE DIALOG 12

The telephone rings in the Tail Road Clinic. Sherry Inglis answers the phone.

SI Tail Road Clinic. May I help you?

P Yes. Dr. Rubin, please.

SI Dr. Rubin doesn't work here any more. He's working in the Makai Clinic now.

P Is that on Makai Drive?

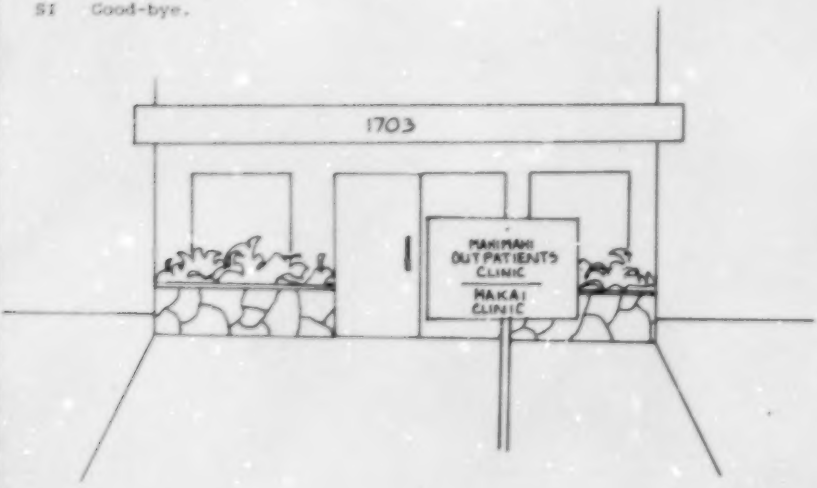
SI Yes. It's 1703 Makai Drive.

P Do you have their telephone number?

SI Yes. It's 277-3211.

P "277-3211." Thank you. Good-bye.

SI Good-bye.



TELEPHONE DIALOG 13

The phone rings in Tail Road Clinic.

SI Tail Road Clinic. May I help you?

RK Yes. I want to talk to Dr. Pak.

SI Dr. Pak is with a patient now.
Can I take a message?

RK Yes. Can she call me when she's free?
This is her husband, Dr. Kim.
Ask her to call me at 278-2212.

SI "Dr. Kim at 278-2212."
Alright, Dr. Kim. I'll ask her to call you.

RK Thank you. Good-bye.

SI Good-bye, Dr. Kim.

TELEPHONE DIALOG 14

SI Tail Road Clinic. May I help you?

DrS Is Dr. Pak in?

SI She's with a patient right now.
May I take a message?

DrS Yes. This is Dr. Smith. I'm returning her call.
Please ask her to call me back around 1:00.

SI "Call around 1."
Alright, Dr. Smith. I'll give Dr. Pak your message.

DrS Thank you very much. Good-bye.

SI Good-bye, Dr. Smith.

TELEPHONE DIALOG 15

SI Tail Road Clinic. May I help you?

RH | May I speak to Dr. Ferguson, please? |
| Is Dr. Ferguson in? |

SI I think Dr. Ferguson is with a patient.
Who's calling, please?

RH This is Ronald Higa. My wife is very sick.

SI Just a minute, please.
I'll see if the doctor can take your call.
Don't hang up.

RH OK.

(Sherry goes to see Dr. Ferguson.)

SI Dr. Ferguson, Mr. Higa is | on the line. |
| on the phone. |
His wife is very sick.
Can you talk to him?

DrF I'm busy with a patient right now.
Ask him if I can call him back.

SI Alright.

(Sherry comes back to the phone.)

SI Mr. Higa, the doctor is with a patient right now.
Can he call you back in about 15 minutes?

RH Sure. Thank you very much.

SI What is your telephone number, Mr. Higa?

RH It's 278-9988.

SI "278-9988."

RH Yes. That's right.

SI The doctor will call you back, Mr. Higa.

RH Thank you. Good-bye.

SI Good-bye.

TELEPHONE DIALOG 16

SI Tail Road Clinic. May I help you?

AC This is Alice Chong.
Can I talk to Dr. Ferguson?
I have a bad cold.

SI Just a minute, Miss Chong.
Hang on and I'll see if the doctor can talk to you now.

(Sherry goes to see Dr. Ferguson.
She comes back to the phone.)

SI Miss Chong, Dr. Ferguson is busy right now.
He says get lots of rest and drink lots of fruit juice.

AC Can he give me some medicine?

SI He says, if | your cold is still bad | in a day or two,
| you're not better |
he'll give you some medicine.

AC Alright. Thank you. Good-bye.

SI Good-bye, Miss Chong.

FREE DIALOG
What do Sherry and Dr. Ferguson say to each other?

DIALOG 7

SI Dr. Pak, here are your telephone messages.

DrP Thank you, Sherry.
Did Dr. Smith call back?

SI Yes. He wants you to call him around 1:00.

DrP Do I have an appointment at 1?

SI Yes, Dr. Pak. You have an appointment with Mrs. Ann Gray.

DrP I'll call Dr. Smith before I see Mrs. Gray.

SI Alright, Dr. Pak.

Lesson 4 continued

FREE DIALOG

Practice giving and taking messages on the phone. Be sure to write down all the messages. You can use the message form in Unit VII, Lesson 2. Practice spelling names.

Lesson 5 REVIEW EXERCISES

Close all books and notebooks.

PROBLEM SITUATION DIALOGS FOR TELEPHONE

Your teacher has the situation cards and will give them to you.